Remote Assistance Solutions
# Table of content

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASEM</td>
<td>4</td>
</tr>
<tr>
<td>UBIQUITY SOFTWARE PLATFORM</td>
<td>6</td>
</tr>
<tr>
<td>UBIQUITY ROUTER</td>
<td>18</td>
</tr>
<tr>
<td>UBIQUITY RK10 - RK10 ET - RK11 ET</td>
<td>20</td>
</tr>
<tr>
<td>UBIQUITY RM10 - RM10 ET - RM11 ET</td>
<td>22</td>
</tr>
<tr>
<td>BRETON CASE STUDY</td>
<td>24</td>
</tr>
</tbody>
</table>
ASEM operates since more than 25 years in the IPC market and since 10 years ASEM has been specializing in the industrial automation market. Leading the “Open PC Automation” in Italy, ASEM is guiding the technological evolution of its customers’ HMI, control and remote assistance solutions, providing “open and standard” hardware platforms integrating with innovative, flexible and easy-to-use software solutions.

Reliability
ASEM is a reliable and professional partner mastering the key technologies of automation systems. ASEM designs, engineers and manufactures all its hardware, firmware and software solutions with an internal manufacturing process that includes board assembly.

ASEM in numbers:
- 2015 Revenues: 30 million Euros
- 155 employees
- 5,200 sqm Headquarters in Artegna (UD)
- 3,250 sqm manufacturing facility in Artegna (UD)
- R&D offices in Verona
- R&D offices in Giussano (MB)
- Sales offices in Germany

Innovation
ASEM’s technological excellence is guaranteed by important investments in R&D and a continuous staff training. The ability to understand and anticipate the fast market evolution and set and follow the right strategies has enabled the company to maintain a steady growth momentum in the last 10 years.

Continuity
ASEM products and solutions have 7 to 10 years life-cycle with additional 5 years of support and repair service.

ASEM in numbers:
- 2015 Revenues: 30 million Euros
- 155 employees
- 5,200 sqm Headquarters in Artegna (UD)
- 3,250 sqm manufacturing facility in Artegna (UD)
- R&D offices in Verona
- R&D offices in Giussano (MB)
- Sales offices in Germany

Innovation
ASEM’s technological excellence is guaranteed by important investments in R&D and a continuous staff training. The ability to understand and anticipate the fast market evolution and set and follow the right strategies has enabled the company to maintain a steady growth momentum in the last 10 years.

Continuity
ASEM products and solutions have 7 to 10 years life-cycle with additional 5 years of support and repair service.
In 2011 ASEM presented Ubiquity, the innovative software platform for remote assistance and control. The development idea came up to solve customer requests for an easy-to-use tool to install and setup machinery and, in particular, to manage post-sales service phases during which customers often require modifications, customizations and support.

Traditionally, the most challenging aspect of meeting such needs is the availability of qualified technical resources, that would need the gift of _ubiquity_.

Designed for machine builders, the remote assistance and control solution UBIIQUTY allows to operate on the remote system and its sub-networks as if it was in your own office.
The software solution UBIQUITY enables the access to remote supervision and control systems (based on Windows CE and Windows 32/64 operative systems) and to the automation devices (PLC, drive, etc.) connected to the Ethernet and Serial sub-networks of the HMI/controller, through a VPN (Virtual Private Network) based on proprietary technology comparable to a cable connection.

UBIQUITY does not require additional hardware and allows to operate in remote plants as if they were directly connected to your enterprise network. It enables technical support teams to solve any issue, eliminating the need for on-site assistance, dramatically reducing post-sale service costs.

This solution is particularly useful during machine setup and commissioning, to monitor remote applications, to modify and update software applications and remotely debug PLCs and other automation devices.

**What I can do with Ubiquity**

- Remotely program, debug and update HMI/IPC/Controllers and automation devices (PLCs/drives, etc.) connected to Ethernet and Serial sub-networks
- Malfunctioning Analysis
- Software applications updates

**How it works**

- Uses a simple internet connection
- Creates a VPN between the remote assistance PC and the remote device activating sub-networks access
- Activates safety procedures with end-to-end sessions without any intermediate
- Ensures reliability and service continuity thanks to a redundant and distributed server infrastructure

**Highlights**

- Remote control of the IPC/HMI/Controller
- Access to Ethernet and Serial devices connected to the IPC/HMI/controller sub-network
- Additional tools: remote desktop, file transfer, chat, etc.
- Proprietary VPN technology optimized for industrial communication
- Available with the same features for Windows 32/64 and Windows CE platforms
- No additional hardware required
- SSL/TLS safe connection and use of certificates
- Simple and easy-to-use interface
- Distributed and redundant server infrastructure ensuring service continuity
- Possibility to implement a private server infrastructure
- SDK (Software Development Kit) for programming the activation of the Control Center functions also by external applications
- Runtime with multiple connection support
- Built-in firewall:
  - VPN communication protocols filter
  - Higher security and bandwidth control
- Advanced user profiling and access control
- Trace of all Domain administration activities
- Trace of all Ubiquity session's activities (v7)
- Internet sharing for LAN devices (v7)

Ubiquity is a simple and ready-to-use solution. Its installation does not require any ICT expertise in network and firewalls configuration. It has a user-friendly interface that enables access to remote systems (PLCs, HMIs, drives, etc.) with a simple click through a VPN optimized for industrial communications.

The solution allows transparent management of remote systems as if they were connected to the enterprise network and it does not require the support of network administrators for any NAT, proxy, firewall, public IP and reserved ports.

Ubiquity adds huge value in ASEM supervision and control system, but it is also a solution delivered as a software component to install on ASEM IPCs and third parties hardware.

Ubiquity is included in ASEM Windows based HMI & PAC Solutions.
Ubiquity

The components

Ubiquity platform is made up of “Control Center”, the software tool to be installed on the remote assistance PC to manage the “Ubiquity Domain”, of the Server infrastructure and different versions of Runtime.

The connection between Control Center and the Runtime installed on the remote IPC/HMI/controller leverages on a safe end-to-end connection.

Ubiquity Domain

Ubiquity Domain is the “customer account” to make use of Ubiquity infrastructure and services.

Domain types

Ubiquity Domain is available in three different versions: Single Entity-Single Access, Single Entity-Multi Access and Multi Entity-Multi Access. Single Entity Domains are accessible by users of one only company. Multi Entity Domains are accessible by users of different companies. Single Access Domains give access to Ubiquity infrastructure and services to one user at a time. Multi Access Domains give access to Ubiquity infrastructure and services to more users at the same time.

Runtime versions

Runtime component is available in Basic and PRO versions for WIN CE and WIN 32/64 operating systems. The Basic version provides access to the IPC/HMI/remote controller and provides remote-desktop, remote task manager, remote file manager and chat with the remote operator. The PRO version enables also the access to all the automation devices (PLCs, drives, etc.) connected to the Ethernet or Serial subnetwork of the IPC/HMI/remote controller.

Domain accessible by

- Users of one company
- Users of one company
- Users of more companies

Remote assistance services enabled for

- One user per time
- More users at the same time
- More users at the same time
Private Server Infrastructure

As ASEM provides a redundant and distributed Server infrastructure to manage Ubiquity services, it is possible to replicate and build up a private server infrastructure managed autonomously.

- **Private Server:** With the Private Server package, it is possible to install a private server infrastructure in complete autonomy. The server application can be installed on dedicated systems or cloud servers.

- **Primary Server:**
  - Data storage: authentication, permission and security management
  - Ubiquity Runtime licenses management
  - Relay feature to implement end-to-end communication

- **Secondary Server (option):**
  - Relay feature to implement end-to-end communication

The **Primary Server** is the basic software package and provides authentication security and communications as the ASEM server infrastructure.

The **Secondary Server** is an optional package to improve and increase the connectivity performances. It is possible to buy several secondary server licences and install them in different locations worldwide.

**Ubiquity Highlights**

- **Proprietary VPN**
  - Differently from VPNs based on the IP layer, Ubiquity VPN works on the data-link layer bringing concrete advantages:
    - Remote assistant can use broadcast-based protocols
    - It is not necessary to configure the gateway of the remotely accessed devices. The remote assistant connection appears as a locally connected IP.

- **Remotation of Serial Communication**
  - Ubiquity installs a virtual serial port on the Control Center PC.
  - This virtual serial port can be mapped on a physical port of the remote device executing Ubiquity Runtime.

- **Multi-client**
  - Ubiquity Runtime supports multiple concurrent connections from different supervisors whether with interactive session (remote desktop, file transfer, etc.) or in VPN. Control Center can activate multiple interactive sessions with different devices and only one VPN connection to a remote device.

- **Industrial Security**
  - Ubiquity infrastructure uses the highest network security standards, such as:
    - SSL/TLS protocol via UDP or TCP
    - Asymmetric cryptography and X509 certificates for authentication sessions
    - Symmetric cryptography for data transmission
    - Message authentication codes (MAC) for data integrity.

- **Full compatibility with the existing firewalls**
  - Ubiquity Control Center and Ubiquity Runtime connection are automatically configured using outbound connections which are recognized as safe and therefore allowed by firewall policies.

- **Benefits:**
  - No need to configure the end-user’s firewall and network. Only an outbound connection is necessary.

- **Benefits:**
  - Ubiquity automatically uses enabled TCP and UDP protocols and can use HTTP, HTTPS or custom ports, ensuring compatibility with existing IT policies.
Ubiquity Highlights

**Integrated firewall**
Ubiquity’s integrated firewall allows to control communication packets passing through the VPN. Introducing firewall policies, it is possible to filter Ethernet datagrams depending on communication protocols and target addresses.

The server infrastructure provides a library of policies that can be imported into the Domain and applied to devices and folders. Filtering rules can be assigned to single users or groups of users.

**Benefits:**
- Increased security and bandwidth control
- Increased flexibility in access permissions.

**Access profiling and control**
Ubiquity allows the creation of an unlimited number of users, user groups, device groups, each with different access rules. Permissions can be flexibly configured up to the single device or folder: possibility to create local and global users, and sub-domains. Ubiquity provides 4 different user profiles: Administration enables folders and users management, Device Installer allows to add new devices in the Domain.

Network security enables configuration and set up of Firewall rules. Remote access allows to practice remote access sessions.

**Benefits:**
- Users can implement their own organizational structure (made up of users, administrators, power-users, third parties, limited users, etc.) to reach in a flexible and controlled way all customers around the world.
- Access to remote devices is properly secured and restricted to the required personnel.

**Internet connectivity**

**sharing with LAN devices**
Internet connectivity can be shared with specific devices of the LAN network.

**Benefits:**
- Internet access from laptops or IP phones connected to the LAN network
- Usage of Ubiquity runtime services on LAN devices
- Access to the web servers of LAN devices

**Log and Audit of Domain and Ubiquity sessions’ activities**
- Trace of all Domain Administration activities with a simple audit tool
- Trace of all Ubiquity sessions’ activities (v7): all activities and chat contents are registered and accessible by domain administrators.

**Modern user interface**
ASEM Ubiquity provides a completely redesigned graphic interface based on Modern-UI standards.

The new design presents additional controls and views, as the new table view that enables the “Search” function using the text field on the right of the tree view that now gives also users (or groups of users) information.

**Benefits:**
- Ubiquity Control Center becomes clearer and more intuitive
- Users’ daily operations are simplified and made more immediate.

**SDK Control Center**
With the SDK (Software Development Kit) it is possible to program the activation of Ubiquity Control Center functions also by external applications. Control Center SDK is made of a .NET assembly and a user manual for the usage of the API (Application Programming Interface) with the related code examples.

With the available interfaces you can execute the following tasks:
- Domain login/logout
- Browse domain
- Connect/disconnect remote device
- Launch application on the remote device
- File transfer to and from the remote device
- End process and restart

**Network connectivity**

**sharing with LAN devices**
Internet connectivity can be shared with specific devices of the LAN network.

**Benefits:**
- Internet access from Home network
- Usage of Ubiquity runtime services on LAN devices
- Access to the web servers of LAN devices
requirements

The following tables list the minimum hardware, software and network requirements for the correct installation and usage of Ubiquity.

**Control Center**

<table>
<thead>
<tr>
<th>HW Requirements</th>
<th>Operating System</th>
<th>SW Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Framework 4.0 Client Profile</td>
<td>Windows XP</td>
<td>At least Celeron 1.6 GHz with 512 MB RAM</td>
</tr>
<tr>
<td></td>
<td>Windows Vista 32-bit and 64-bit</td>
<td>Suggested at Pentium 4, 1 GHz, 1 GB RAM</td>
</tr>
<tr>
<td></td>
<td>Windows XP embedded</td>
<td>Windows Server 2008 and Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>Windows 7 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows 8 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows 8.1 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
</tbody>
</table>

**Runtime**

<table>
<thead>
<tr>
<th>HW Requirements</th>
<th>Operating System</th>
<th>SW Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Compact Framework 3.5</td>
<td>Windows CE 5.0 (ARM, X86)</td>
<td>At least CPU 500 MHz</td>
</tr>
<tr>
<td></td>
<td>Windows CE 6.0 (ARM, X86)</td>
<td>Windows Server 2008 and Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>Windows CE compact 7.0 (ARM, X86)</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows XP embedded</td>
<td>Windows Server 2008 and Server 2008 R2</td>
</tr>
<tr>
<td></td>
<td>Windows XP embedded</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows Vista 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows 7 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows 8 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
<tr>
<td></td>
<td>Windows 8.1 32-bit and 64-bit</td>
<td>Windows Server 2012</td>
</tr>
</tbody>
</table>

**Private Servers**

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Primary Server</th>
<th>Secondary Server</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hosting</td>
<td>Software</td>
<td>Hosting</td>
</tr>
<tr>
<td>2 public IP addresses</td>
<td>Windows 7 64 bit or later</td>
<td>1 public IP addresses</td>
</tr>
<tr>
<td>1 internet domain name</td>
<td>SQL Server Express (included in the installation package) or greater (Standard, Enterprise ...)</td>
<td></td>
</tr>
</tbody>
</table>
Ubiquity Router

Ubiquity RK and RM
Remote access and monitoring have no limits

Ubiquity Routers complete the range of Remote Assistance Solutions with a combined hardware + software solution that ensures remote access and remote monitoring functionalities on every automation device.

With the built-in 2G/3G/3G+ modem of RK11 and RM11 it is possible to reach and monitor also plants and automation networks without a wired Internet connection.

Ubiquity software creates a VPN between the Control Center PC and the router enabling access to automation devices connected via Ethernet and Serial ports. The features of Premium HMI ASEM’s HMI software, enable additional remote monitoring functionalities that allow RM10 and RM11 to directly access controller’s memory and perform data sampling, archiving and monitoring, dispatch of alerts and notifications.

Ubiquity Routers bring remote assistance services on plants and machinery where it is not possible to install the Ubiquity software solution, as automation systems with HMI/IPC/controller with operating system other than WIN 32/64 and WIN CE, machinery controlled only by serial devices without Ethernet interface and even machines and plants without a wired internet connection.

Furthermore Ubiquity Routers separate the automation devices from the external Internet connection adding a further protection to the Local Area Network.
RK10 - RK11 - RK10 ET - RK11 ET
Remote Access Industrial Routers

Ubiquity RK10 and RK11 are systems dedicated to remote assistance based on a 1 GHz ARM Cortex A8 processor enclosed in a “book mount” stainless steel case for DIN rail or wall mounting, with 9-24 V DC power supply range. RK families have one 10/100 Mbps Ethernet WAN port for Internet connection, one 100 Mbps Ethernet LAN for automation devices connection, an optoisolated serial interface RS 232/422/485/MPI and one USB 2.0 port.

The systems include one 24 V DC digital input for the security key activation that activates the router also from remote and one 24 V DC digital input for the remote reset function. RK10 and RK11 include also a low voltage relay output to remote the “UBIQUITY RK enabled for WAN connection” signal and a relay-output to remote the “ongoing remote assistance service” signal. RK11 integrates a built-in 2G/3G/3G+ EDGE/HSPA quadriband modem compatible with cellular networks worldwide.

**Highlights**

- Ubiquity software creates a VPN between the Control Center PC and the Router enabling access to devices connected via Ethernet and Serial ports.
- Debug, programming and update of the automation devices connected to the RK10/11 via Ethernet and Serial interfaces.
- Proprietary VPN technology designed for Industrial communication.
- MPI protocol support.
- Immediate setup and configuration.
- Firewall friendly.
- RK11 integrates a built-in 2G/3G/3G+ modem to access machines and plants without a wired Internet connection.

**RK11 Integrates**

- A built-in 2G/3G/3G+ EDGE/HSPA quadriband modem up to 5,76 Mbps upload / 14,4 Mbps download
- 1 x SMA connector (auxiliary diversity antenna option)
- 1 x SIM card socket push-push type

**O.S. INSTALLED**

Microsoft Windows Embedded Compact 7 Pro

**CASE**

Stainless Steel

**Mounting**

DIN rail book mounting holders, Wall book mounting kit included

**PROTECTION GRADE**

IP20

**PROCESSOR**

ARM Cortex A8 processor Freescale® i.MX535 1 GHz

**SYSTEM MEMORY - RAM**

512 MB

**MASS STORAGE**

256 MB Ready-Only NAND-Flash for operating system and runtime

**LAN**

1 x RJ-22/42/485 (DB15M) optoisolated

**DIGITAL INPUT IN0**

Security key for WAN connection activation. Function managed by Control Center

**DIGITAL OUTPUT OUT0**

Remote assistance service running signal

**DIGITAL OUTPUT OUT1**

Output with relay 200mA@24V DC max for contact (N.O. - normally open)

**POWER SUPPLY UNIT**

Input voltage 24V DC (± 16 V DC)

**OPERATING TEMPERATURE**

-0°C ÷ +50°C

**APPROVALS**

CE, cULus
RM10 - RM11 - RM10 ET - RM11 ET
Remote Access and Monitoring Industrial Routers

Ubiquity RM10 and RM11 add remote monitoring functionalities to the Ubiquity RK families providing a complete solution for applications where remote access needs to be supported by constant data monitoring. RM solutions provide flexible data monitoring and data collection functionalities managing efficiently real-time data, historical archives and instant notifications. Data is stored in the local memory of the RM10/11 and Ubiquity Control Center provides an easy way to export data and monitor the application from remote.

Ubiquity RM10 and RM11 are a full-featured remote monitoring solution that leverages on the innovative remote assistance solution Ubiquity and Premium HMI 4 advanced functionalities.

**Highlights**

In addition to RK families features RM10 and RM11 provide:
- Flexible Scripting with integrated VBA Engine and multi-threading support
- Web and Mobile HMI using Ubiquity Control Center, web browser or Premium HMI Mobile App
- Data logging (with data export procedure)
- Alarms management
- SMS alarm and notification dispatcher based on SMPP protocol
- Recipe management
- Integrated gateway for multiple PLC drivers communication
- Programmable with Premium HMI Studio
- RM11 integrates a built-in 2G/3G/3G+ EDGE/HSPA quadriband modem to access machines and plants without a wired Internet connection.
“Using the remote assistance solution ASEMEBIQUITY we saved over € 400,000 of our yearly travel expenses” said Denis Soldan, After Sales Dept. Director at Breton.

In 2012, thanks to the collaboration with an important customer, Breton S.p.A., a manufacturer of high speed CNC machining stations and stone working machines for processing marble and granite, ASEMEBIQUITY with its Ubiquity solution won the “Windows Embedded Intelligent Systems Partner Excellence Award” in the Global Manufacturing category. The award recognizes each year Microsoft partners that stood out by delivering creative problem-solving intelligent solutions to customers.

The “Success Case” shows how Breton S.p.A. found useful and convenient to install the software Ubiquity in all their plants and machinery worldwide obtaining an overall saving in service costs higher than 30% and a level of proximity to customers never achieved before.
Founded in 1963 by Marcello Toncelli, who perceived the enormous potential of a developing innovative market, Breton has become one of the world’s leading companies in the high speed CNC machining stations sector and in the field of stone working machines for processing marble, granite and ornamental stone. Furthermore Breton, after years of R&O and several international patents filed, is the global leading manufacturer of plants for compound stone production.

Breton plants, machines and high speed CNC machining stations are recognized worldwide for the high technological level, the innovative solutions, and for the undisputed quality of the products and services offered to customers.

Breton, a customer oriented company

“We have always paid particular attention to customer needs, providing up-to-date, comprehensive and efficient services to integrate our high-performance machines offering. Being a Breton customer means choosing not only the quality, efficiency and excellence of machines and plants, but also the highest level services” said Enrico Favaro CTO at Breton.

Each year Breton realizes on average between 250 and 300 machines. After-sales services and maintenance are provided also on machines sold 15 years ago. The fleet is huge and counts around 4,000 plants and machines worldwide. Reaching each machine is really challenging, with different time zones and on-site staff shortage. On-site service personnel must be high-qualified and able to cover every automation need. This is the reason why remote connection and remote access have always been considered a must-have.
In fact Breton had previously assisted machines controlled with PCs using several remote desktop solutions available on the market. However these did not allow an easy access to the different networks of the customers. "Configuring the different firewalls and networks required many days of work and high level IT expertise. Sometimes, to access the machine we had to use different software solutions at the same time. It was paradoxical" continues Favaro. The PLC-controlled machines had never been assisted or remotely controlled. It was impossible to find a reliable and easy-to-use solution thus Breton had to give up the chance to remotely access PLC-controlled machines.

Therefore Breton decided to install the software UBIQUITY on each IPC-controlled machine, and appreciating the offer of ASEM HMI solutions that integrate the remote assistance software Ubiquity, decided to provide each PLC-controlled machine with an HMI30 obtaining the possibility to operate from remote on the controller via the HMI.

Breton is now taking full advantage of Ubiquity potential. The company is constantly connected to the several machines all over the world to perform software updates and troubleshooting. "UBIQUITY has become essential. In the different branches of Breton, there are at least 5 or 6 people permanently connected to the UBIQUITY servers to perform preventive maintenance and to get machines' operating data."

Using UBIQUITY, Breton is always on customers’ side providing them with an efficient machine set up and commissioning while offering an unrivaled after-sale service able to satisfy every need taking advantage of high-qualified staff availability.

The desire to provide an excellent assistance service belongs to BRETON philosophy and UBIQUITY is a primary tool to ensure reliability and continuity of service which is often the reason why customers choose Breton rather than other competitors" said Favaro.

An easy and ready-to-use solution
"One of the key advantages of ASEM UBIQUITY, compared with other remote assistance solutions on the market, is certainly the ease-of-use. The connection to the customer enterprise network does not require any network or firewall configuration. Therefore it is possible to activate the service and access the customer’s network without any assistance or technical support" continued Favaro.

A proprietary VPN optimized for industrial communication
"The most important aspect is definitely the VPN end-to-end connection. In the past, Breton used to install a direct VPN to bigger plants to get access to customer’s automation system since the remote desktop was not enough to get all the plant operating data. This functionality is native and completely integrated in the ASEM UBIQUITY Solution.

In fact ASEM UBIQUITY includes a proprietary VPN specifically designed for the industrial communication needs. The UBIQUITY Virtual Private Network works on the ISO/OSI model data-link layer and supports broadcast messages such as UDP. This avoids the introduction of complex routing rules and the need to adjust the gateway configuration of the devices that must be reached, since the remote supervisor appears as a locally connected IP.
Hierarchical and flexible management of accesses and permissions

"Another important feature of UBIQUITY is the machine accesses management, that allows to differentiate profiles and authorizations depending on specific user expertise. For example the engineer in charge of preventive maintenance and data storage can perform a first remote diagnosis of the problem. Once the engineer realizes that the PLC might need to be debugged, the technician with related PLC programming software expertise can access the controller and execute a system debug thanks to a broader authorization access profile" states Enrico Favaro.

As a matter of fact, Ubiquity allows the creation of an unlimited number of users, user groups or remote machines groups with different access rules.

Offering an unmatched and cost-effective service with remote assistance

Ubiquity benefits are huge. We have had 30% savings on service cost. Just think about the reduction of on-site support with a related saving on travel expenses, not to mention the continuous availability of key-staff during after-sales support.

Breton plants and machining stations are appreciated worldwide for the high-technology and innovation standards, but the unchallenged service quality is the reason why customers finally choose Breton. In fact customer service affect up to 50% on the choice to buy a Breton machine or plant and Ubiquity allowed Breton to reach a customer support and service level never achieved before."